



P³ Quarterly Report
Fiscal Year 2011
Quarter: April - June



Date: 07-05-11

Department: Police
Program Name: Chief's Staff
Program Owner: Todd Stoney, Police Sergeant
Phone Number: 897-2398
Program Mission: Ensure that the organization is operating in a professional manner at all levels with a solid and consistent focus on community policing through team approaches and employee accountability.

MEASURABLE OBJECTIVES

1. Achieve 80% of the department program objectives

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
% of performance objectives met	80%					81%
Status:	There are 91 measurable department objectives and projects. This year, 76 objectives/projects were achieved (81%).					
Comments:	This is a year-end goal, measurable at the completion of each fiscal year. Calculation of the goal percentage requires data from all Police Department P3 programs.				Objective Achieved <input checked="" type="checkbox"/>	

2. Investigate formal citizen complaints and complete 80% of the complaints within 120 days.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
% of formal citizen's complaint investigations completed in 120 days.	80%	100%	100%	100%	75%	92%
Status:	Three of the four formal citizen's complaints investigated this quarter were completed within 120 days. Overall, 12 of the 13 formal citizen's complaints investigated this fiscal year were completed within 120 days.					
Comments:	This goal was modified for fiscal year 2011 to measure completion of the complaint investigation.				Objective Achieved <input checked="" type="checkbox"/>	

3. Investigate informal citizen complaints and respond to 90% of the reporting parties with final action taken within 60 days of complaint.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
% of informal citizen's complaint investigations completed in 60 days	90%	91%	100%	82%	73%	90%
Status:	This quarter, there were 11 informal citizen complaints, 9 of which were completed within the 60 day period. Overall, 38 of the 42 citizen's complaints investigated this fiscal year were completed within 60 days.					
Comments:	All parties have been contacted and investigations completed.				Objective Achieved <input checked="" type="checkbox"/>	

4. Respond to 90% of special requests from City Council members, citizen inquiries and outside agencies within one working day of being assigned to establish a timeline of completion.						
Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
% of requests responded to within one working day.	90%	100%	90%	94%	93%	94%
Status:	There were 14 requests this quarter, 13 of which were contacted within one working day. Overall, 69 of the 73 requests this fiscal year were responded to within one working day.					
Comments:	All parties have been contacted and working timelines established.				Objective Achieved <input checked="" type="checkbox"/>	

5. Respond to 90% of City Attorney and Risk Management requests for investigation within one working day to establish a timeline of completion.						
Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
% of requests responded to within one working day.	90%	92%	94%	92%	93%	93%
Status:	There were 84 requests this quarter. 78 responses came within one working day.					
Comments:	All parties have been contacted and working timelines established.				Objective Achieved <input checked="" type="checkbox"/>	

6. Provide 12 additional media releases focusing on issues of community interest, efforts to engage youth and non-enforcement related activities of the Police Department.						
Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
# of media releases involving non-enforcement activities.	12	12	8	9	6	35
Status:	There were six non-enforcement related media releases this quarter.					
Comments:	Annual target objective has been achieved				Objective Achieved <input checked="" type="checkbox"/>	

PROJECT OBJECTIVES

Provide law enforcement leadership in developing a strategic plan to comprehensively address youth violence issues. Integrate identification and intervention efforts for at-risk youth and their families.						
Status:	Continue to work collaboratively with key South Coast agencies in the development and integration of the Youth and Family Strategies Plan.					
Comments:	Partnering with public, private and non-profit organizations to address and reduce youth violence in Santa Barbara.				Objective Achieved <input checked="" type="checkbox"/>	

OTHER PERFORMANCE MEASURES

Performance Measure	Annual Projection	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
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1. # of formal citizen complaints	16	3	1	5	4	13
2. # of informal citizen complaints	33	11	7	13	11	42
3. # of Pitchess Motions	6	5	6	4	3	18
4. # of special requests from City Hall, citizen inquiries and outside agencies.	65	21	20	18	14	73
5. # of City Attorney and Risk Management requests.	60	94	85	79	84	342
6. # of ongoing administrative complaints	13	5	7	5	5	22
7. # of media contacts	300	78	82	86	71	654

COMMENTS ON OTHER PERFORMANCE MEASURES:



P³ Quarterly Report

Fiscal Year 2011

Quarter: April - June

Date: July 14, 2011



Department: Police
Program Name: Support Services
Program Owner: Karen Flores, Business Office Supervisor
Phone Number: 2400
Program Mission: Perform the administrative and fiscal functions for the Police Department including purchasing, payroll, and revenue collection while providing fiscal support and oversight to all department divisions.

MEASURABLE OBJECTIVES

1. Achieve a 99% accuracy rate in processing employee timesheets.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
% of timesheets processed error free.	99%	99%	99%	99%	99%	99%
Status:						
Comments:	Timesheets submitted to payroll with minimal errors.				Objective Achieved <input checked="" type="checkbox"/>	

2. Achieve a 99% completion rate for all purchasing and accounts payable transactions within 2 business days of receipt.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
% of transactions completed within 2 business days.	99%	100%	100%	100%	100%	100%
Status:						
Comments:	Transactions are processed as received.				Objective Achieved <input checked="" type="checkbox"/>	

3. Achieve a clearance rate of 88% for parking citations

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
% of parking citations paid	88%	86%	88%	89%	89%	88%
Status:						
Comments:	Parking citation clearance rates have improved.				Objective Achieved <input checked="" type="checkbox"/>	

4. Notify all interested parties of vehicles towed for unlicensed driver within 1 business day.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
% of interested parties notified.	100%	100%	100%	100%	100%	100%
Status:						
Comments:	As required by law.				Objective Achieved <input checked="" type="checkbox"/>	

PROJECT OBJECTIVES

1. Develop the annual budget within target and administer within fiscal constraints and policies.

Status:

Comments: Budget was balanced and submitted in the 3rd quarter.

Objective Achieved ☒

OTHER PERFORMANCE MEASURES

Performance Measure	Annual Projection	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
1. Timesheets Processed.	6,050	1,542	1,549	1,386	1,379	5,856
2. Errors reported on timesheets by Payroll.	40	10	12	5	12	39
3. Purchasing transactions processed.	340	103	84	111	148	446
4. Accounts payable transactions processed.	1,200	285	306	241	296	1,128
5. Parking citations issued.	95,042	24,071	20,592	21,018	20,966	86,647
6. Parking citations paid.	83,637	20,397	18,063	18,765	18,696	75,921
7. Vehicles towed for unlicensed driver.	1,925	385	443	370	238	1,436

COMMENTS ON OTHER PERFORMANCE MEASURES:

Both Parking Citations Issued and Parking Citations Paid are down about 8%.



Quarterly Report
Fiscal Year 2011
Quarter: April-June QTR 4



Date: July 5, 2011

Department: Police
Program Name: Beat Coordinator/D.A.R.E Program
Program Owner: Sergeant Lorenzo Duarte
Phone Number: 897-2332
Program Mission: Utilize Community Oriented Policing programs and partnerships to resolve specific neighborhood problems affecting quality of life issues.

MEASURABLE OBJECTIVES

1. Respond within three working days to 95% of all requests for attendance at public education presentations.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Percent of requests for public education presentations responded to within three working days.	95%	95%	95%	95%	95%	95%
Status:						
Comments:	Currently, one Sergeant and one Beat Coordinator maintain the program. The 95% represents those calls that were handled by one beat coordinator.				Objective Achieved <input checked="" type="checkbox"/>	

2. Contact 95% of complainants within three working days of receipt of community problem or issue.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Percent of requests for assistance responded to within three working days.	95%	95%	95%	95%	95%	95%
Status:						
Comments:	Currently, one Beat Coordinator is responding to complaints from the community. The 95% accounts only for those complaints that come in to one Beat Coordinator.				Objective Achieved <input checked="" type="checkbox"/>	

3. Complete two Citizen Academies during the year.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Citizen Academies completed	2	0	0	1	1	2
Status:						
Comments:	One English and One Spanish Citizen's Academy was conducted this fiscal year.				Objective Achieved <input checked="" type="checkbox"/>	

4. Provide Drug Abuse Resistance Education to 6th grade students at thirteen participating elementary schools.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
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Elementary schools with D.A.R.E. instruction.	13	7	7 (Same schools as in first quarter)	0	0	7
Status:	Program suspended					
Comments:	Objective was not achieved due to the D.A.R.E. program suspended indefinitely after 2 nd quarter.				Objective Achieved <input type="checkbox"/>	

PROJECT OBJECTIVES

1. DARE Officer reminds students of information regarding city's Sustainability Program and how students can participate at home.						
Status:	Program suspended					
Comments:	This will be an effective method of reaching a large quantity of city residents to extend the Sustainability program.				Objective Achieved <input type="checkbox"/>	

2. Participate in Neighborhood Improvement Task Force projects on a monthly basis.						
Status:						
Comments:	The Beat Coordinator attends monthly meetings with the Neighborhood Improvement Task Force and Looking good Santa Barbara.				Objective Achieved <input checked="" type="checkbox"/>	

3. Participate in Neighborhood Watch meetings on an as needed basis.						
Status:						
Comments:	The Beat Coordinator attend Neighborhood watch meetings on a request basis.				Objective Achieved <input checked="" type="checkbox"/>	

OTHER PERFORMANCE MEASURES

Performance Measure	Annual Projection	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
1. C.O.P.S Projects	80	28	10	29	37	104
2. Telephone Contacts	700	402	259	338	268	1267
3. Public Presentations	40	21	9	30	38	98
4. Students Participating in the D.A.R.E Program	800	332	332	0	0	332
5. Cost to City for each student in D.A.R.E program	\$ 182.99	\$182.99	\$182.99	0	0	\$182.99
6. Background Investigations	20	17	13	3	7	42

COMMENTS ON OTHER PERFORMANCE MEASURES:

**Backgrounds include those completed or assigned during this fiscal year. The detail was able to conduct double the amount of backgrounds projected and still respond to Beat Coordinator issues.

The D.A.R.E. Program had been suspended indefinitely after Quarter 2.



P³ QUARTERLY REPORT
Fiscal Year 2011
Quarter: October - December
Date: July 19, 2011



Department: Police
Program Name: Administrative Services Division
Program Owner: Lieutenant David Whitham
Phone Number: 897-3728
Program Mission: Provide leadership, direction and administrative guidance for the Administrative Services Division

MEASURABLE OBJECTIVES

1. Ensure Administrative Services program owners complete 80% of program objectives.						
Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Percentage of program objectives completed.	80%	N/A	N/A	N/A	74%	74%
Status:						
Comments:	The Administrative Services Division's 9 programs encompass 57 objectives. Of those objectives, 42 were met during FY11. Staffing challenges were addressed in FY11 and two part time personnel were added in an attempt to increase customer service.				Objective Achieved <input type="checkbox"/>	

PROJECT OBJECTIVES

2. Continue to collaborate with Public Works to implement recommendations regarding the upcoming renovation of the main police building.		
Status:	Ongoing	
Comments:	Plans are now in process to demolish and construct a new police main headquarters with a projected completion date in 2018	Objective Achieved <input checked="" type="checkbox"/>

3. Continue to evaluate and take advantage of hybrid, alternate fuel or high mileage vehicles as part of vehicle replacement program.		
Status:	Our vehicle fleet includes six hybrids.	
Comments:	Sustainable objective	Objective Achieved <input checked="" type="checkbox"/>

4. Continue administration of current and future grant funding programs.		
Status:		
Comments:	Our agency continues to take the administrative lead for the JAG/Byrne grant involving six jurisdictions within Santa Barbara County. Grant funding over three years totals \$777, 205. In FY11, grant funding was sought through the Bureau of Justice Assistance for \$1.5 million funding 4 officer positions. Notifications to agencies on funding awards will be made in September, 2011.	Objective Achieved <input checked="" type="checkbox"/>



P³ QUARTERLY REPORT
Fiscal Year 2011
Quarter: April-June



Date: July 14, 2011

Department: Police
Program Name (#): Property Room
Program Owner: Nicole Hall- Property Manager
Phone Number: 897-2375
Program Mission: To process and track all incoming and outgoing property received for court proceedings, or to return found property to rightful owner.

MEASURABLE OBJECTIVES

1. In each quarter, dispose of a number of items equivalent to 90% of the number items received.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Percentage of items disposed	90%	57%	47%	55%	84%	61%
Status:	Under target.					
Comments:	The percentage went up in the final quarter from data clean-up on original Versadex conversion errors.				Objective Achieved <input type="checkbox"/>	

2. Dispose of 160 cash items annually. Either returned to owner, converted to city treasury, or converted asset forfeiture.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Purge of 160 case items	160	104	70	77	414	665
Status:						
Comments:	The number was higher in the final quarter from data clean-up on original Versadex conversion errors.				Objective Achieved <input checked="" type="checkbox"/>	

3. Conduct quarterly audits to ensure accountability.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Number of property audits	4	1	1	1	1	4
Status:						
Comments:	A random audit was conducted on 6-23-11 by the Internal Affairs Sergeant. 5 weapon, 5 narcotic, and 5 money cases were audited.				Objective Achieved <input checked="" type="checkbox"/>	

4. Conduct annual destruction of drugs and weapons approved by court order.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Drug and weapon destruction	1	0	0	0	0	0
Status:	Under target.					
Comments:	We are awaiting the disposition of several large narcotic cases before conducting the drug/weapons disposal.				Objective Achieved <input type="checkbox"/>	

PROJECT OBJECTIVES

1. Coordinate with Training Bureau to schedule property booking procedure update.

Status:

Comments: An issue regarding the entry of stolen/recovered property was addressed and gone over during shift briefings.

Objective Achieved ☒

2. Replace all broken release switches to evidence lockers.

Status: Ongoing.

Comments: Difficulty in obtaining some parts. Continued contact with supplier.

Objective Achieved ☐

OTHER PERFORMANCE MEASURES

Performance Measure	Annual Projection	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
1. Number of safekeeping items received and stored.	800	396	401	396	285	1478
2. Number of safekeeping items released to owner, or owner representative.	550	390	251	264	212	1117
3. Number of safekeeping items destroyed.	280	100	115	143	97	455
6. Number of Discovery Requests processed.	550	233	183	140	123	679
4. Total number of items received annually.	16,000	6434	4148	4096	4092	18,770
5. Total number of items disposed annually.	10,100	3659	1948	2260	3451	11,318
6. Total number of transactions to receive, transfer, or dispose.	39,000	15,878	17,802	17,016	17,404	68,100

COMMENTS ON OTHER PERFORMANCE MEASURES:

1, 2, 3, and 6. Under estimated annual projections on these measures. Working with the Versadex system to provide a more consistent annual projection.



P-3 QUARTERLY REPORT

Fiscal Year 2011

Quarter: Jan-Mar

Date: 07/12/2011



Department: Police
Program Name: Training and Recruitment
Program Owner: Sgt. William Marazita
Phone Number: 897-3731
Program Mission: Recruit and hire qualified personnel and provide state mandated training for all department employees.

MEASURABLE OBJECTIVES

1. Maintain an authorized average staffing level of 90%

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Percentage of staffing level	90%	93%	92%	94%	93%	93%
Status:	Out of 205 staff positions authorized, 190 are filled as of the end of this quarter. The following authorized positions are vacant: 5 Police Officers, 6 Public Safety Dispatchers, 1 Parking Enforcement Officers, 2 Records Specialists, and 1 Animal Control Officer.					
Comments:	We are currently in the testing process for all of the vacant positions.				Objective Achieved <input checked="" type="checkbox"/>	

2. Complete 85% of background investigations on prospective police employees within 60 days of beginning the investigation after the Personal History Statement has been received.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Percentage of backgrounds completed within 60 days.	85%	94% (16/17)	87% (39/45)	88% (15/17)	100% (38/38)	92% (108/117)
Status:	38 background investigations were completed this quarter, 38 within sixty days.					
Comments:					Objective Achieved <input checked="" type="checkbox"/>	

3. Maintain 95% compliance of state mandated training for Sworn/Reserve Officers.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Percentage of employees in compliance with POST	95%	99%	99%	100%	100%	99%
Status:	All Officers and Reserve Officers are currently in compliance.					
Comments:					Objective Achieved <input checked="" type="checkbox"/>	

PROJECT OBJECTIVES

1. Develop a two-year calendar of in-house POST-certified training classes through FY12 in order to ensure that officers are compliant with the required number of hours of continuing professional training and the Perishables Skills Training Program. Implement the calendar.

Status: The calendar has been completed and we have begun implementation of the training.

Comments: Objective Achieved ☒

2. Complete annual policy manual update including general orders and approved legal recommendations for command staff approval.

Status: All updates to the policy manual have been updated.

Comments: Objective Achieved ☒

OTHER PERFORMANCE MEASURES

Performance Measure	Annual Projection	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
1. Employees Hired	10	5	5	15	1	26
2. Number of Training Committee meetings	2	0	0	1	1	2
3. Background investigations for Police Department employees	40	17	45	17	38	117

COMMENTS ON OTHER PERFORMANCE MEASURES:



P³ Quarterly Report
Fiscal Year 2011
Quarter: April-June



Date: July 18, 2011

Department: Santa Barbara Police Dept.
Program Name: Santa Barbara Police Shooting Range & Equipment
Program Owner: Rangemaster Paul Lo Verme
Phone Number: 897-2306
Program Mission: Provide firearms training to insure compliance for all officers and oversee the maintenance and issuance of operative well-maintained safety equipment and vehicles

MEASURABLE OBJECTIVES

1. Ensure 100% active duty officers and reserve officers pass a qualification course each quarter.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Percentage of officers qualified	100%	100%	100%	100%	100%	100%
Status:	All active duty officers and reserve officers qualified with their weapons this quarter.					
Comments:	Fourth Quarter Qualification shoot was the "Ribbon Shoot", Tactical patrol rifle familiarization and weapons inspection.				Objective Achieved <input checked="" type="checkbox"/>	

2. Take corrective action on 90% of vehicle repair requests within three (3) business days

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Percentage of vehicle requests responded within two business days.	90%	98%	92%	98%	96%	96%
Status:	Out of 165 vehicle repair requests entered this quarter 158 were responded to within 3 days.					
Comments:	Out of 581 vehicle repair requests entered in all quarters 558 were responded to within 3 days.				Objective Achieved <input checked="" type="checkbox"/>	

3. Conduct annual inventory of all department firearms excluding SWAT.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Number of department weapon inventories.	1	0	1	0	0	1
Status:	One inventory was conducted this fiscal year.					
Comments:	Inventory was initiated prior to Sgt. Mc Chesney's retirement.				Objective Achieved <input checked="" type="checkbox"/>	

4. Ensure 100% of all department utilized duty weapons are deep cleaned each year (25% each quarter).						
Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Percentage of weapons cleaned.	100%	0	0	15	0	15
Status:	15 weapons have received deep cleaning this fiscal year.					
Comments:	Due to the elimination of the HK USP and the issuance of the new Smith and Wesson M&P, there is no need to clean the newly issued guns. 15 Weapons were identified in need of overhaul, based on Rangemaster's weapons inspection of each officer's firearm and all 15 were completed.				Objective Achieved <input checked="" type="checkbox"/>	

5. Ensure 100% of long rifles are cleaned each year (25% each quarter).						
Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Percentage of long rifles cleaned.	100%	25%	25%	25%	25%	100%
Status:	Out of 35 patrol rifles, an additional 9 received a complete deep cleaning.					
Comments:	Rifle maintenance is on-going.				Objective Achieved <input checked="" type="checkbox"/>	

PROJECT OBJECTIVES

1. Inspect, clean and repair (if needed) the range positive ventilation system.						
Status:	The range ventilation system is functioning normally and is in good repair.					
Comments:	The range ventilation system has been maintained by Dahl Air Conditioning Service and the filters and belts are changed at regular intervals.				Objective Achieved <input checked="" type="checkbox"/>	

OTHER PERFORMANCE MEASURES

Performance Measure	Annual Projection	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
1. Officers and Reserve Officers qualified on pistol each quarter	150	136	138	144	137	555
2. Officers and Reserve Officers demonstrate proficiency with rifle each quarter.	150	136	0	144	137	417
3. Vehicle repair requests.	500	133	139	144	165	581
4. Preventative maintenance vehicle services.	200	87	88	88	90	353
5. Duty weapons cleaned.	100	0	0	15	0	15
6. Number of Long rifles cleaned.	35	8	8	8	11	35

COMMENTS ON OTHER PERFORMANCE MEASURES: Weapons training has been streamlined for Pre and Post academy personnel. In addition, 2 Citizen Academy classes were taught by the Rangemaster. One class was conducted in English and the other was conducted in Spanish. Vehicle maintenance has also been automated with the implementation of the FLAGSHIP program.



P³ Quarterly Report
Fiscal Year 2011
Quarter: April - June

Date: 7/12/2011



Department: Police
Program Name: Information Technology
Program Owner: Christine Nail, Information Technology Manager
Phone Number: 897-3737
Program Mission: Design, create, implement, and maintain automated systems, and provide 24-hour technical support to systems users in order to enhance public safety.

MEASURABLE OBJECTIVES

1. Provide system availability for critical systems at a rate exceeding 99% uptime.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Rate of critical system uptime.	>99%	100%	>99%	>99%	>99%	>99%
Status:	Qtr 1: 100% uptime; 0% downtime (0 minutes of unscheduled downtime) Qtr 2: 99.99994% uptime; 00006% downtime (9 minutes of unscheduled downtime) Qtr 3: 99.9986% uptime; 0014% downtime (182 minutes of unscheduled downtime) Qtr 4: 99.9976% uptime; 002% downtime (322 minutes of unscheduled downtime)					
Comments:	Objective Achieved [X]					

2. Complete 90% of Joint Powers Agreement (JPA) user requests for system access and workstation configurations within 5 working days.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Percentage completed.	90%	99%	99%	100%	93%	97%
Number completed within 5 working days		106	82	112	76	376
Status:	Qtr 1: 106 user requests; 63 completed same day; 41 completed within 5 days; 2 completed greater than 5 days. Qtr 2: 82 user requests; 9 completed same day; 69 completed within 5 days; 4 completed greater than 5 days Qtr 3: 112 user requests; 81 completed same day; 31 completed within 5 days; 0 completed greater than 5 days Qtr 4: 82 user requests; 10 completed same day; 66 completed within 5 days; 6 completed greater than 5 days					
Comments:	Objective Achieved [X]					

3. Respond to 85% of vehicle mobile data computer (MDC) repair requests within fourteen (14) business days.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Percentage completed.	85%	89%	93%	97%	97%	93%
Number completed within 14 business days		63/71	42/45	32/33	37/38	174/187
Status:	Qtr 1: 71 total repair requests (63 responded to within fourteen (14) business days); 58 Police MDCs, 5 Fire MDCs Qtr 2: 45 total PD repair requests (42 responded to within fourteen (14) business days) Qtr 3: 33 total PD repair requests (32 responded to within fourteen (14) business days) Qtr 4: 38 total PD repair requests (37 responded to within fourteen (14) business days)					
Comments:	IT scheduled to provide 6 training classes to the FD on MDC procedures, troubleshooting, and issue reporting.					

PROJECT OBJECTIVES

4. Provide technical support for Police Department building remodel project to include relocation of user workstations to temporary locations, technical support for access control system, upgraded cabling project, and voice systems.

Status:

Comments:

Participated at June 23rd meeting to gather site information regarding Comm Center relocation.

Objective Achieved [X]

5. Continue development of SBPD website to provide information of public interest on Crime and Offender activity to include more mapping and offense grouping on existing data (Part I, II).

Status:

Complete

Comments:

Objective Achieved [X]

6. Research replacement of Parking Citation System and make recommendation to Staff.

Status:

Examination of the existing parking citation system is underway.

Comments:

Project on-hold pending completion of system audit.

Objective Achieved ☐

7. Convert physical servers to highly available virtual machines.

Status:

Completed.

Comments:

Objective Achieved [X]

8. Deploy Windows 7 operating system.

Status:

Completed

Comments:

Objective Achieved [X]

9. Replace end-of-life cycle PCs with Energy Star 4.0 compliant PCs.

Status:

45 PCs were purchased 4th quarter FY10; Replacement is complete.

Comments:

Green objective.

Objective Achieved [X]

10. Continue consolidation and reduction of printer hardware.

Status:

1 printer eliminated (due to consolidation) during this period.

Comments:

Green objective.

Objective Achieved [X]

OTHER PERFORMANCE MEASURES

Performance Measure	Annual Projection	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
1. Number of PC workstations maintained.	145	145	145	145	145	145
2. Number of Mobile Data Computers (MDCs) maintained.	58	61	61	61	61	61
3. Number of Printers maintained.	28	28	27	27	27	27
4. Number of JPA workstations maintained.	530	550	557	564	548	548
5. Number of user help requests completed.	4500	1128	1009	1248	1180	4565

COMMENTS ON OTHER PERFORMANCE MEASURES:

- 1st Qtr MDCs: Three Ruggedized Laptops purchased for CIT and Patrol for pilot testing.
- 1st Qtr Help Requests: 1128 total; 839 PD users; 9 FD users; 264 JPA users; 16 Other City users.
- 2nd Qtr Help Requests: 1009 total; 748 PD users; 17 FD users; 220 JPA users; 24 Other City users
- 3rd Qtr Help Requests: 1248 total; 939 PD users; 27 FD users; 264 JPA users; 18 Other City users
- 4th Qtr JPA Workstations: DOJ reestablished their 9-month unused mnemonic deletions resulting in fewer authorized workstations.
- 4th Qtr Help Requests: 1180 total; 892 PD users; 19 FD users; 260 JPA users; 9 Other City users



P³ Quarterly Report
Fiscal Year 2011
Quarter: April - June



Date: 7/12/2011

Department: Police Department
Program Name: Crime Analysis
Program Owner: Christine Nail, Information Technology Manager
Phone Number: 897-3737
Program Mission: Analyze crime data to identify crime series, patterns, trends, and criminal offenders, and to assist in criminal investigations and city-wide reports.

MEASURABLE OBJECTIVES

1. 97% of the time, publish CompStat reports 2-days prior to CompStat meeting for Staff review.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Percent completed.	97%	67%	100%	67%	67%	75%
Status:	April – posted 4/18 for 4/20 meeting May – posted 5/17 for 5/18 meeting (late) June – posted 6/13 for 6/15 meeting					
Comments:						Objective Achieved <input type="checkbox"/>

PROJECT OBJECTIVES

1. Continue CompStat development to include Case Load Management data.

Status:	COMPSTAT is under continual development as needed or requested.					
Comments:	IT staff upgraded the Investigative Case Load reports. To the Inv Commander for review prior to publishing in August CompStat.					Objective Achieved [X]

OTHER PERFORMANCE MEASURES

Performance Measure	Annual Projection	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date

COMMENTS ON OTHER PERFORMANCE MEASURES:



P³ QUARTERLY REPORT
Fiscal Year 2011
Quarter: October - December



Date: July 18, 2011

Department: Police
Program Name: Records Bureau
Program Owner: Lieutenant David Whitham
Phone Number: 897-2364
Program Mission: Provide necessary support to the police department and allied law enforcement agencies as it relates to police records as well as excellent customer service to our community in compliance with federal, state and municipal laws.

MEASURABLE OBJECTIVES

1. Audit and ensure 98% of all in-custody adult and juvenile arrest reports are processed and distributed prior to 10:00 a.m. the following court day.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Percentage of in-custody reports processed by 10:00 a.m. the following court day.	98%	99%	99%	99%	100%	99.25%
Status:	Of 1214 in-custody arrest/bookings in FY11, 9 were not processed and to the District Attorney's Office by 10:00 AM. The District Attorney's office was notified on each of these cases and they did not affect the outcome.					
Comments:	Electronic arrest report filing with DA's office was fully implemented in FY11; hard copy arrest packets will be discontinued upon implementation of an electronic transfer list next fiscal year.				Objective Achieved <input checked="" type="checkbox"/>	

2. Ensure 95% of "Uniform Crime Report" reportable crime reports are entered into Versadex by the 5th day of the following month.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Percentage of UCR reportable reports processed by the 5 th of the month.	95%	99%	100%	100%	100%	99.75%
Status:	FY11 UCR reportable crime reports entered into Versadex met well above expectations					
Comments:					Objective Achieved <input checked="" type="checkbox"/>	

3. Ensure 95% of "Uniform Crime Report" reports are submitted to the Department of Justice by the 10th of day of the following month.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
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Percentage of UCR reports submitted by the 10 th of the following month	95%	100%	100%	100%	100%	100%
Status:	All Monthly UCR reports were submitted on time to the Department of Justice for FY11.					
Comments:						Objective Achieved <input checked="" type="checkbox"/>

4. Ensure 95% of juvenile detention information is transmitted to the Department of Corrections by the 10 th day of the following month.						
Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Percentage of juvenile detention information transmitted to the DOC by the 10 th of the month.	95%	100%	100%	100%	100%	100%
Status:	The monthly juvenile detention reports were transmitted by the 10 th day of the following months due this quarter.					
Comments:	Monthly reporting is mandated by the California Department of Corrections.					Objective Achieved <input checked="" type="checkbox"/>

5. Ensure 90% of responses to public records are completed within 10 days.						
Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Percentage of public records responses within 10 days.	90%	100%	100%	100%	100%	100%
Status:	96 of 96 Public Records Act requests received during FY11 were completed within the timeline prescribed under Government Code Section 6253					
Comments:	Since the position of Crime Analyst remains unfilled, Records has been assigned the task of responding to public records requests.					Objective Achieved <input checked="" type="checkbox"/>

6. Ensure 90% of discovery requests from the District Attorney's Office are fulfilled within 3 working days.						
Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Percentage of discovery requests fulfilled within 3 working days.	90%	100%	100%	100%	100%	100%
Status:	All Evidence Discovery Requests for Records were processed within three working days.					
Comments:	217 of 217 requests processed on time.					Objective Achieved <input checked="" type="checkbox"/>

PROJECT OBJECTIVES

7. Administer California Law Enforcement Telecommunication System "CLETS" training to Records Bureau Team Members in compliance with Department of Justice regulations.		
Status:		
Comments:	All Records personnel and Records-trained Dispatchers have successfully passed CLETS on-line certification and re-certification.	Objective Achieved <input checked="" type="checkbox"/>

OTHER PERFORMANCE MEASURES

Performance Measure	Annual Projection	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
1. Officer Reports	20,000	5,134	5,832	4,760	4,700	20,426
2. Street Checks / Field Interviews processed	5,200	1,257	1,138	1,988	1,394	5,777
3. Subpoenas Processed	2,000	516	591	625	448	2,180
4. Fingerprint Services	3,500	1,114	759	913	1,034	3,820
5. Dictated Reports	250	83	66	27	41	217
6. Towed Vehicle Reports Processed	3,500	860	721	733	622	2,936
7. Restraining Orders	550	150	152	156	146	604
8. D.A. Rejections Processed	350	50	78	37	190	355
9. Quarterly Records Meetings	4	0	1	1	1	3
10. Counter Reports	2,850	646	633	793	870	2,942

COMMENTS ON OTHER PERFORMANCE MEASURES:

A quarterly Records meeting was held on June 29, 2011. COPLOGIC, Online Reporting was fully implemented in FY11.



QUARTERLY REPORT

Fiscal Year 2011

Quarter: April - June

Date: July 11, 2011



Department: Police
Program Name: Special Events
Program Owner: Sgt. Marylinda Arroyo
Phone Number: 897-3725
Program Mission: To monitor special events within the City of Santa Barbara to ensure the safety of event organizers, participants, and the general public.

MEASURABLE OBJECTIVES

1. Process 93% of completed Special Event Permit Applications within five working days.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Percentage of Special Event Permit Applications processed within five working days.	93%	48% 11 of 23	89% 24 of 27	86% 12 of 14	100% 22 of 22	80% 69 of 86
Status:	Performance below target.					
Comments:	Fiesta planning, West Beach Music Festival planning, and several last minute priority events including protests and an HBO film shoot delayed the processing of several permit applications during QTR 1. Performance near target during QTR 2 and QTR 3. Meet target in Q4.				Objective Achieved <input type="checkbox"/>	

2. Process 96% of completed Alcohol Beverage Control Special Event Daily License Applications within three working days.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Percentage of Alcohol Beverage Control Special Event Daily License Applications processed within three working days.	96%	100% 30 of 30	100% 13 of 13	100% 24 of 24	94% 30 of 32	98% 97 of 99
Status:	Performance on target.					
Comments:					Objective Achieved <input checked="" type="checkbox"/>	

3. Maintain the part one crime rate at the previous three year average within venue areas during Solstice, July 4th, and Fiesta.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Number of part one crimes within venues area during Solstice, July 4 th , and Fiesta.	8	2	N/A	N/A	0	2
Status:	Performance on target.					
Comments:	These events occur within the 1 st and 4 th quarters of the fiscal year.				Objective Achieved <input checked="" type="checkbox"/>	

4. Maintain the number of hours volunteered by the Reserve Corps, Volunteer Corps and Chaplains at the previous three year average.						
Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Number of hours volunteered by the Reserve Corps, Volunteer Corps, and Chaplains.	2,948	826	567	358	265	2,016
Status:	Performance below target.					
Comments:	Number of volunteer hours has been impacted by the resignation of two Reserve Officer and the long term illness of another. Three Chaplains have also left the program.				Objective Achieved <input type="checkbox"/>	

5. Complete 90% of Dance Permit Application Staff Reports at least 8 days prior to the corresponding Police & Fire Commission meetings.						
Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Percentage of Dance Permit Application Staff Reports completed at least 8 days prior to the corresponding Fire & Police Commission meetings.	90%	100% 1 of 1	100% 1 of 1	100% 0 of 0	100% 0 of 0	100% 2 of 2
Status:	Performance on target.					
Comments:					Objective Achieved <input checked="" type="checkbox"/>	

6. Process 90% of completed Dance Permit Renewal Applications within three weeks.						
Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Percentage of Dance Permit Renewal Applications processed within three weeks.	90%	80% 4 of 5	80% 4 of 5	80% 4 of 5	75% 3 of 4	79% 15 of 19
Status:	Performance below target.					
Comments:					Objective Achieved <input type="checkbox"/>	

7. Complete 90% of Taxi Permit, Pedicab Permit, and Massage Technician Permit investigations within three weeks of receipt of Live Scan results.						
Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Percentage of Taxi Permit, Pedicab Permit, and Massage Technician Permit investigations completed within three weeks of receipt of Live Scan results.	90%	14% 6 of 42	18% 5 of 28	69% 20 of 29	87% 50 of 57	52% 81 of 156
Status:	Performance below target.					
Comments:	It is currently taking approximately 8-10 weeks to process permit applications. In QTR2 we hired an hourly employee to assist with the workload, a position that has been unfilled for 13 months.				Objective Achieved <input type="checkbox"/>	

8. Process 90% of permit renewal investigations (excluding Dance Permits) within three weeks of application.						
Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Percentage of permit renewal investigations processed within three weeks.	90%	38% 18 of 47	26% 5 of 19	69% 40 of 58	97% 34 of 35	61% 97 of 159
Status:	Performance below target.					
Comments:	It is currently taking approximately 8-10 weeks to process permit applications. We recently hired an hourly employee to assist with the workload, a position that has been unfilled for 13 months.				Objective Achieved <input type="checkbox"/>	

9. Provide a written response to 90% of completed Alcohol Beverage Control License Applications within 40 days.						
Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Percentage of Alcohol Beverage Control License Applications responded to within 40 days.	90%	100% 3 of 3	100% 8 of 8	87.5% 7 of 8	100% 2 of 2	95% 20 of 21
Status:	Performance on target.					
Comments:					Objective Achieved <input checked="" type="checkbox"/>	

OTHER PERFORMANCE MEASURES						
Performance Measure	Annual Projection	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
1. Number of completed Special Event Permit Applications processed.	70	23	27	14	22	86
2. Number of Operations Plans drafted.	95	32	19	9	35	95
3. Number of Alcohol Beverage Control Special Event Daily License Applications endorsed.	95	30	13	24	32	99
4. Number of complaints generated by permitted events.	5	1	0	1	1	3
5. Cost of providing Police services for the July 4 th Celebration.	\$66,000	\$58,732.21	N/A	N/A	N/A	\$58,732.21
6. Cost of providing Police services for the Old Spanish Days Celebration.	\$426,000	\$426,173.28	N/A	N/A	N/A	\$426,173.28
7. Cost of providing Police services for the Solstice Celebration.	\$30,000	N/A	N/A	N/A	\$31,225.21	N/A
8. Number of hours donated by the Reserve Corps.	2,235	473	294	127	210	1104
9. Number of hours donated by the Volunteer Corps.	480	217	131	136	24	508
10. Number of hours donated by the Chaplains.	400	136	142	95	31	404
11. Number of Dance Permit Application Staff Reports completed.	5	1	1	0	0	2
12. Number of Dance Permit Renewal Applications processed.	23	5	5	5	4	19

13. Number of Permit Applications processed (excluding Dance Permits and Special Events Permits).	295	89	47	87	92	335
14. Number of Permit Applications denied.	N/A	4	2	6	2	14
15. Number of Alcohol Beverage Control License Applications processed.	30	3	8	8	2	21
16. Number of security alarm actions performed.	8,175	4,099	406	3331	788	8,624

COMMENTS ON OTHER PERFORMANCE MEASURES:

1. The first half of FY 11 had a 47% increase in the number of Special Event Permit Applications processed as compared to the first half of FY 10.

8. The number of hours donated by the Reserve Corps has been impacted by the resignation of two Reserve Officer and the long term illness of another.



Quarterly Report
Fiscal Year 2011
Quarter: April to June



Date: July 14th, 2011

Department: Police
Program Name: Combined Communications Center
Program Owner: Paul McCaffrey, Manager
Phone Number: 897-2410
Program Mission: To receive all calls for service and to dispatch public safety resources expediently.

MEASURABLE OBJECTIVES

1. Ensure that all 911 calls for service are answered within an average of four seconds.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Average Ring Time in Seconds	4	4	3	4	3	3.5
Status:						
Comments:	Answering Emergency 911 calls promptly remains a top Dispatch priority.				Objective Achieved <input checked="" type="checkbox"/>	

2. Maintain daily minimum staffing levels in Combined Communications Center.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Daily minimum staffing level.	82 %	92%	90%	94%	89%	91%
Status:						
Comments:	Dispatchers worked as a team to achieve this objective.				Objective Achieved <input checked="" type="checkbox"/>	

3. Ensure 90% of all non-trainee dispatchers are current with their Emergency Medical Dispatching certification.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Percentage of non-trainee Dispatchers with current EMD certification.	90%	100%	90%	100%	100%	97%
Status:						
Comments:	Continued training and certification helps ensure professional EMD service.				Objective Achieved <input checked="" type="checkbox"/>	

PROJECT OBJECTIVES

1. Complete minimum of two applicant interviews and advance to background processes.

Status:	Completed
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Comments:	Series of interviews held in Fall of 2010, and again in Spring 2011	Objective Achieved <input checked="" type="checkbox"/>
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2. Select replacement 911 phone system: Obtain State funding to purchase.		
Status:	Completed pending installation by AT&T	
Comments:	Project postponed due to plan to relocate Communications Center to the Granada Garage.	Objective Achieved <input type="checkbox"/>

3. Select replacement Uninterruptible Power System (UPS). Obtain State funding to purchase.		
Status:		
Comments:	Project postponed due to plan to relocate Communication Center to the Granada Garage office.	Objective Achieved <input type="checkbox"/>

OTHER PERFORMANCE MEASURES

Performance Measure	Annual Projection	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
1. Number of 911 calls for service.	40,000	12,267	11,676	11,860	12,435	48,238
2. Number of Emergency Medical Dispatch instructions provided.	300	22	20	60	83	185
3. Number of Priority One calls for service.	800	175	153	175	176	679
4. Number of Priority Two calls for service.	16,000	4,020	4,126	3,765	4,037	15,948
5. Number of Priority Three calls for service.	8,000	2,069	1,805	1,781	1,797	7,452
6. Number of phone calls from outside lines (7-digit).	150,000	40,754	36,541	37,565	37,184	152044
7. Number of recordings made in compliance with Court Discovery.	300	62	57	70	59	248



P³ QUARTERLY REPORT

Fiscal Year 2011

Quarter: April-June

Date: July 11, 2011



Department: Police
Program Name: Animal Control
Program Owner: Sgt. Marylinda Arroyo
Phone Number: (805) 897-3725
Program Mission: Provide law enforcement and respond to calls for service for neighborhood and health concerns related to domestic and wild animals.

MEASURABLE OBJECTIVES

1. Respond to 90% of Animal Control calls for service within 24 hours.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Percent of animal control calls receiving a response within 24 hours.	90%	100% (1,046)	100% (882)	100% (618)	100% (678)	100% (3,224)
Status:	Performance is on target.					
Comments:	This figure includes self-initiated and assigned calls for service.				Objective Achieved <input checked="" type="checkbox"/>	

2. Quarantine 90% of animals involved in bites to humans or contact with wildlife within 24 hours of notification.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Percent of animals involved in bites to humans quarantined in 24 hours.	90%	86% (48)	78% (36)	77% (36)	88% (36)	82% (156)
Status:	Performance below target.					
Comments:	Unable to locate 11 animals involved in bites this quarter.				Objective Achieved <input type="checkbox"/>	

3. Ensure 100% of impounded animals are handled in accordance with State laws.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Percent of animals impounded live, injured or dead.	100%	100% (625)	100% (574)	100% (312)	100% (307)	100% (1818)
Status:	Performance is on target.					
Comments:	All animals handled as required by State law.				Objective Achieved <input checked="" type="checkbox"/>	

OTHER PERFORMANCE MEASURES

Performance Measure	Annual Projection	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
1. Calls for service	4,299	1,046	882	618	678	3,224
2. Animals involved in bite incidents	183	56	46	47	41	190
3. Animals impounded live, injured or dead	2,278	625	574	312	307	1,818

4. Violations cited	400	149	135	108	31	423
5. Animals quarantined	183	48	36	36	36	156
6. Educational presentations	10	0	0	0	0	0

COMMENTS ON OTHER PERFORMANCE MEASURES: One barking dog mediation hearing was handled with the City Attorney's Office during QTR 2. One animal control officer retired due to a serious medical condition. Working with only two Officers.



P³ Quarterly Report
Fiscal Year 2011
Quarter: April - June



Date: 07-14-11

Department: Police Department
Program Name (#): Investigative Division(3431)
Program Owner: Captain Armando Martel
Phone Number: 897-2336
Program Mission: Investigate or resolve all active assigned criminal cases, including high tech crimes, to a successful conclusion or until all leads are exhausted.

MEASURABLE OBJECTIVES

1. Achieve a 25% clearance rate by arrest, warrant, or District Attorney's office complaint for all assigned cases.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Percent of cases closed by arrest, warrant, or D.A. complaint.	25%	26.3%	31.5%	21.5%	26.6%	26.5%
Status:	369 total cases closed. 98 cases cleared by Arrest/Warrant/Referral to District Attorney's office.					
Comments:	Year end total cases closed were 1555, with 412 cases cleared by Arrest/Warrant/Referral to District Attorney.				Objective Achieved <input checked="" type="checkbox"/>	

2. Complete 85% of cases within 90 days following the date assigned to the investigator.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Percent of cases completed within 90 days following the date assigned to the investigator.	85%	92.7%	77.9%	82.2%	82.7%	83.7%
Status:	The quarterly percentages are taken from monthly snap shots of cases over 90 days old and then averaged to get results.					
Comments:	Case clearances pushed beyond the 90 day threshold due to large complicated cases requiring an enormous time commitment by the investigators were processed through the court system this past year.				Objective Achieved <input type="checkbox"/>	

3. Complete 80% of District Attorney follow-up requests assigned to the Investigative Division by due date.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Percent of District Attorney follow-ups completed by due date.	80%	86%	87%	81%	90%	86%
Status:	There were nineteen formal requests made for follow-ups this quarter.					
Comments:	There were a total of 53 requests made this year				Objective Achieved <input checked="" type="checkbox"/>	

PROJECT OBJECTIVES

4. Update the Crime Lab program in order to handle High Tech Crime analysis by purchasing hardware and software, and provide training for existing staff that consist of the Senior Identification Technician (Crime Lab) and one Youth Services Section (YSS) Detective as a collateral assignment.

Status:

Comments:

The Senior Lab Technician attend the full series of training for End Case software, which is the state of the art forensic software. The YSS Detective attended the beginning course in Computer High Tech Investigations. The Crime lab's equipment and software programs are up to date.

Objective Achieved ☒

OTHER PERFORMANCE MEASURES

Performance Measure	Annual Projection	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
1. Cases closed by arrest, warrant, or DA complaint.	400	99	110	105	98	412
2.Total cases closed	1600	351	349	486	369	1555
3. Narcotic investigations completed.	500	235	237	330	433	1235
4. Narcotic Forfeiture investigations completed.	20	3	1	3	2	9
5. Arrests by Investigative Division Personnel.	450	179	156	121	91	547
6. Newly certified juveniles as Serious Habitual Offenders (SHO)	5	2	0	0	0	2
7. Sex Registrants registered	400	108	91	100	86	385

8. Completed requests for DA's Office follow-up by Investigative Division personnel.	75	7	16	11	19	53
9. Total completed follow-ups by Investigative Division personnel.	N/A	N/A	N/A	N/A	N/A	N/A

COMMENTS ON OTHER PERFORMANCE MEASURES:

3. The Narcotic unit has increased it's number of narcotic investigations because of the Department's ability to fully staff the work unit and the cooperation between Criminal Impact Team (CIT) and the Narcotic Unit.

RECENT PROGRAM ACHIEVEMENT:

Several large complicated criminal cases were adjudicated and the suspects were found guilty, these included two homicide cases, several attempt murder gang cases and several aggravated sexual assault cases.

The Recent Program Achievement must fit in the 2-line space provided above.



P³ Quarterly Report
Fiscal Year 2011
Quarter: April - June



Date: 07/07/11

Department: Police
Program Name: Crime Lab
Program Owner: Michael Ullemeyer, Senior Identification Technician
Phone Number: 897-2365
Program Mission: Collect and process forensic evidence to assist in criminal investigations and conduct accuracy testing and calibration of department breathalyzers.

MEASURABLE OBJECTIVES

1. Process 95% of photographic evidence submitted by Crime Scene Investigators and Detectives within 4 working days.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
% of photographic evidence processed within 4 working days.	95%	100%	100%	95%	100%	99%
Status:	24,477 images were processed this QTR4, with a total of 81,544 for the fiscal year.					
Comments:						Objective Achieved <input checked="" type="checkbox"/>

2. Submit 95% of all CAL-ID quality latent fingerprints to Department of Justice within 4 working days.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
% of CAL-ID latents submitted to DOJ within 4 working days.	95%	100% (45 of 45 prints)	100% (44 of 44 prints)	100% (35 of 35 prints)	100% (75 of 75 prints)	100% (199 of 199 print)
Status:						
Comments:	15 of 75 searches QTR4 yielded positive identifications or 20%					Objective Achieved <input checked="" type="checkbox"/>

3. Ensure 95% of evidence processing requests by investigators and District Attorney's office be completed within 4 working days.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
% of evidence processing requests completed within 4 working days.	95%	89% (31 of 35 cases)	77% (10 of 13 cases)	100% (25 of 25 cases)	100% (32 of 33 cases)	92% (98 of 106 cases)
Status:						
Comments:	The second quarter percentage was lower due to medical leave.					Objective Achieved <input type="checkbox"/>

4. Ensure that 95% of the Drager E-PAS intoxillizer devices successfully pass accuracy testing & calibration to meet Title 17 requirements.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
% of EPAS devices that pass accuracy testing & calibration.	95%	100%	100%	100%	100%	100%

Status:					
Comments:	New EPAS devices came online in QTR4				Objective Achieved <input checked="" type="checkbox"/>

OTHER PERFORMANCE MEASURES

Performance Measure	Annual Projection	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
1. # of physical evidence cases processed by lab	150	35	13	25	33	106
2. cost of physical evidence cases processed by lab (\$94.23 per case)	\$14,135	\$3,298	\$1,225	\$2,356	\$3,110	\$9,989
3. # of crime scene responses by lab.	85	18	6	9	8	41
4. cost of crime scene responses by lab. (\$235.57 per case)	\$20,023	\$4,240	\$1,413	\$2,120	\$1,885	\$9,658
5. # of latent prints submitted to CAL-ID	225	45	44	35	75	199
6. cost to submit latent prints to CAL-ID (\$4.04 per case)	\$909	\$182	\$178	\$141	\$303	\$804
7. total # of images processed and archived	65,000	17,836	18,704	20,527	24,477	81,544

COMMENTS ON OTHER PERFORMANCE MEASURES:

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P³ Quarterly Report
Fiscal Year 2011
Quarter: April - June



Date: July 17, 2011

Department: Police
Program Name: Patrol Division
Program Owner: Lt. James Pfleging
Phone Number: 897-3701
Program Mission: Respond to community needs through the enforcement of public safety laws and provide expedient responses to calls for service.

MEASURABLE OBJECTIVES

1. Maintain an average response time at or below 7:00 minutes to all Priority One Emergency calls for service from the time the call is received to the time of arrival.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Average response time to all Priority One Emergency calls for service.	7:00	6:20	6:09	6:06	6:48	6:20
Status:	Objective achieved each of four quarters.					
Comments:						Objective Achieved <input checked="" type="checkbox"/>

2. Maintain an average response time at or below 13:30 minutes to all Priority Two Emergency calls for service from the time the call is received to the time of arrival.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Average response time to all Priority Two Emergency calls for service.	13:30	14:00	14:44	13:20	12:24	13:37
Status:	Not achieved					
Comments:	Significant 4 th quarter improvements reduced overall times, however not able to overcome 2 nd quarter deficits.					Objective Achieved <input type="checkbox"/>

3. Maintain an average response time at or below 29:30 minutes to all Priority Three Non-Emergency calls for service from the time the call is received to the time of arrival.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Average response time to all Priority Three Non-Emergency calls for service.	29:30	31:05	30:50	31:02	26:42	29:59
Status:	Not achieved					
Comments:	Significant 4 th quarter improvements reduced overall times, however it remained outside the annual target.					Objective Achieved <input type="checkbox"/>

4. Maintain an average response time at or below 47:00 minutes to all Priority Four Routine calls for service from the time the call is received to the time of arrival.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
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Average response time to all Priority Four Routine calls for service.	47.00	51:10	45:18	43:56	45:54	45:49
Status:	Objective achieved					
Comments:						Objective Achieved <input checked="" type="checkbox"/>

OTHER PERFORMANCE MEASURES

Performance Measure	Annual Projection	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
1. # of FBI Uniform Crime Reporting Part 1 arrests.	1000	215	262	221	241	939
2. # of FBI Uniform Crime Reporting Part 2 arrests.	12,500	2,915	2,926	2,675	2,872	11,387
3. # of Municipal Code citations written.	5,800	934	876	815	978	3,603
4. # of hours lost to IOD injuries.	3,000	898	497.5	490	511.5	2,397
5. # of premise checks conducted of public and private properties.	5,000	1,390	1,306	1,437	1,162	5,295



P³ Quarterly Report
Fiscal Year 2011
Annual Review



Date: July 25, 2011

Department: Police
Program Name: Traffic Program
Program Owner: Sergeant Mike McGrew, Traffic Supervisor
Phone Number: 897-3720
Program Mission: Reduce traffic collisions and facilitate the safe and orderly flow of traffic through education and enforcement.

MEASURABLE OBJECTIVES

1. Maintain the total number of DUI traffic collisions at or below the most recent three year average.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Number of DUI traffic collisions.	128	35	24	30	34	123
Status:						
Comments:	Three year average came from FY8 135, FY9 139 and FY 10 109.				Objective Achieved <input checked="" type="checkbox"/>	

2. Maintain the total number of injury traffic collisions at or below the most recent three-year average.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Number of Injury traffic collisions.	462	125	100	108	122	455
Status:						
Comments:	The three year average came from FY8 529, FY9 418 and FY 10 441.				Objective Achieved <input checked="" type="checkbox"/>	

3. Maintain the total number of traffic collisions at or below the most recent three-year average.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Number of Traffic collisions.	1,515	420	339	436	418	1613
Status:						
Comments:	The three year average came from FY8 1783, FY9 1285 and FY10 1479.				Objective Achieved <input type="checkbox"/>	

4. Achieve a 41% clearance rate by arrest/warrant/civil or referral for all assigned cases.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Percentage of cases cleared.	41%	57%	38%	74%	75%	75%
Status:						
Comments:	34% above annual target				Objective Achieved <input checked="" type="checkbox"/>	

PROJECT OBJECTIVES

Apply for and receive continued grant funding for special enforcement programs.

Status: Applied for and received new DUI Grant starting 10/01/11. Completed one grant and continuing with Vehicle Impound Grant.

Comments: The two grants completed were a DUI Checkpoint Grant and the Traffic Offender Grant. Objective Achieved ☒

OTHER PERFORMANCE MEASURES

Performance Measure	Annual Projection	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
1. DUI Traffic Collisions.	144	35	24	30	34	123
2. Injury traffic collisions.	476	125	100	108	122	455
3. Total traffic collisions.	1,659	420	339	436	418	1613
4. Number of active grants for special traffic enforcement programs.	2	3	2	2	2	2
5. Total traffic citations issued by department.	9,789	2,501	2,944	2,229	2,296	9,970
6. Pedestrians involved traffic collisions.	80	23	19	20	49	111
7. Bicycle involved traffic accidents.	105	36	19	33	31	119

COMMENTS ON OTHER PERFORMANCE MEASURES:

- 5. Exceeded performance goal by 181 citation issued 1.8% over projection
- 6. Did not complete goal / exceeded projection of Pedestrian involved collision by 31 – 38% over.
- 7. Did not complete goal / exceeded projection of Bicycle involved collision by 14 - 13% over.



P³ Quarterly Report
Fiscal Year 2011
Quarter: April-June

Date: July 5, 2011



Department: Police
Program Name: Tactical Patrol Force
Program Owner: Sgt. Ed Olsen, Tactical Patrol Force Supervisor
Phone Number: 897-3721
Program Mission: Maintain a proactive police presence in the downtown and waterfront areas to reduce street crime through the utilization of unique strategies and partnerships

MEASURABLE OBJECTIVES

1. Maintain the total number of criminal offenses within the downtown corridor at or below the most recent two year average.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Total number of reported criminal offenses in the above area.	4,155	1,077	913	880	859	3729

Status:

Comments: The two year average came from FY9 4207 and FY10 4102. Objective Achieved ☒

2. Maintain the total number of criminal offenses around the labor line area at or below the most recent two year average.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Total number of reported criminal offenses in the above area.	201	59	55	52	55	221

Status:

Comments: The two year average came from FY9 231 and FY10 171. Objective Achieved ☐

3. Maintain the total number of criminal offenses around the shelter area at or below the most recent two year average.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Total number of reported criminal offenses in the above area.	993	282	428	429	322	1461

Status:

Comments: The two year average came from FY9 1106 and FY10 881. Objective Achieved ☐

Maintain uniformed police presence at 95% of City Council meetings.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
4. Percentage of City Council meetings attended.	95%	100%	100%	100%	100%	100%

Status: Objective met.

Comments: TPF attended all City Council Meetings Objective Achieved ☒

PROJECT OBJECTIVES

1. Manage Neighborhood Improvement Program projects within the city by coordinating ten transient camp clean-ups and enforcement sweeps each quarter with other agencies and/or city departments.

Status: TPF officers coordinated 13 camp cleanups this quarter for a total of 26 camp clean-ups for FY11

Comments: Due to the lack of SWAP clean-up crews TPF officers were unable to meet the objective of 40 camp clean-ups. Objective Achieved ☐

2. Maintain the Restorative Policing Program with a minimum of ten active cases at all times.

Status: Continued process

Comments: There are currently 38 active restorative cases. TPF is also working with Restorative Court encouraging 60 of the community's Chronic Homeless towards a healthier life style. Objective Achieved ☒

OTHER PERFORMANCE MEASURES

Performance Measure	Annual Projection	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
1. Number of Criminal Citations	1,882	401	602	360	484	1847
2. Number of Felony Arrests	104	34	71	28	27	160
3. Number of Misdemeanor Arrests	351	92	137	87	79	395
4. Number of Investigations	1,624	485	739	411	563	2198
5. Number of Parking Citations	313	33	21	34	26	114
6. Number of Traffic Citations	163	9	26	13	15	63

COMMENTS ON OTHER PERFORMANCE MEASURES:

RECENT PROGRAM ACHIEVEMENT:

Restorative policing component now has two trained police officers working the program.



P³ QUARTERLY REPORT
Fiscal Year 2011
Quarter: April to June



Date: July 5, 2011

Department: Police
Program Name: Nightlife Enforcement Team
Program Owner: Sergeant James Ella
Phone Number: 897-2377
Program Mission: Ensure public safety on weekend nights in the Downtown corridor through enforcement, education and intervention, with Downtown bar and restaurant owners and the citizens of Santa Barbara.

MEASURABLE OBJECTIVES

1. Conduct premise checks on 90% of Downtown bars and restaurants with dance permits Wednesday through Saturday, and check locations outside the downtown corridor at least twice per month.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
The percent of premise checks conducted of bar and restaurants with dance permits	90%	99%	99%	75%	74%	86%

Status: Failed short of Target

Comments: During this quarter the NET officer rotated to motors leaving the position open for four weeks. Patrol staffing shortages also reduced the officer's ability to complete premise checks.

Objective Achieved ☐

2. Conduct Responsible Beverage Server Training.

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
The number of RBS training sessions conducted	12	8	2	4	2	16

Status: Surpassed Target

Comments: Monthly classes were held during this quarter.

Objective Achieved ☒

OTHER PERFORMANCE MEASURES

Performance Measure	Annual Projection	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
1. The number of premise checks conducted	1000	452	431	412	151	1446
2. Dance permits/ABC recommendations made to Police and Fire Commission	10	0	0	0	0	0
3. Number of alcohol related incidents involving minors	125	8	15	7	3	33
4. Number of incidents involving the use of false identifications for entry into 21 and over premises	85	33	30	30	15	108
5. Number of Violations/Requests/ Referred to ABC	10	4	2	9	0	15

COMMENTS ON OTHER PERFORMANCE MEASURES:

Net officer has focused his work on the downtown corridor and has limited opportunity to check establishments in other areas of the City.

Bars are more reluctant now to call for officer assistance because calls for service are used in review of their dance permit. This has lowered the number of reported alcohol related incidents and false ID cases.



P³ Quarterly Report
Fiscal Year 2011
Quarter: April-June



Date: July 13, 2011

Department: Police
Program Name: Parking Enforcement (3449)
Program Owner: Juanita Smith, Parking Enforcement Supervisor
Phone Number: 805-897-2376
Program Mission: Enforce parking regulations in the City of Santa Barbara to ensure availability of limited parking resources

MEASURABLE OBJECTIVES

1. Locate 52 vehicles per month that have five (5) or more unpaid parking citations (H.O.P.E. vehicles).

Performance Measure	Annual Target	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
Number of H.O.P.E. vehicles located.	624	126	114	132	112	484

Status:	The objective was not achieved this quarter.					
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Comments:	Apprehension of H.O.P.E. vehicles is contingent upon the availability of officers not conducting normal operations. We are currently filling two vacancies in the Parking Enforcement program.				Objective Achieved <input type="checkbox"/>	
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OTHER PERFORMANCE MEASURES

Performance Measure	Annual Projection	QTR 1 Jul-Sep	QTR 2 Oct-Dec	QTR 3 Jan-Mar	QTR 4 Apr-Jun	Year to Date
1. Parking citations issued by the Parking Enforcement Unit	62,658	13,896	12,265	12,542	11,549	50,252

2. Street sweeping citations issued by the Parking Enforcement Unit	30,900	7,478	6,208	5,785	6,518	25,989
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3. Street storage requests investigated by the Parking Enforcement Unit	4,466	1,116	875	887	958	3,836
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4. Street storage requests found "gone on arrival" (GOA) on initial contact by a Parking Enforcement Officer	1,072	305	227	195	235	962
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5. Street storage vehicles moved after being warned or tagged by a Parking Enforcement Officer	2,188	518	451	493	536	1,998
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6. Street storage vehicles towed after being warned or tagged by a Parking Enforcement Officer	357	86	62	69	56	273
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COMMENTS ON OTHER PERFORMANCE MEASURES:

The factors affecting the number of parking citations issued include diversion from assigned parking district (beat) enforcement. Such activities include special events, patrol assists, H.O.P.E. vehicle enforcement, vehicles towed for expired registration over 6 months, vehicles towed for other reasons and weather conditions such as rain.

The factors affecting the number of street sweeping citations issued include weather conditions and City recognized Holidays.

Street Storage requests cleared with a disposition of "citation", "duplicate", "referred to another agency" or "open and active" are included in the total number of requests investigated but are not reported separately.

Annual projections for citations issued in no way infer individual employee expectations.

RECENT PROGRAM ACHIEVEMENT:

During the 2011 Fiscal Year, the Parking Enforcement Detail investigated 3,836 complaints for street storage violations and towed 273 vehicles that were using the City Streets for vehicle storage.

*The Recent Program Achievement **must** fit in the 2-line space provided above.*